

POSITION GUIDE NONAPPROPRIATED FUNDS

Title: Bell Person

Pay plan/Series/Level: NF- 7601-2

FLSA: Non-Exempt

Citations: US OPM Intro FWS JGS, pg 17, 7/99.

US OPM 7600, Personal Services Family

US OPM JGS, Laborer, 3502, 12/96.

Supervisory Controls:

Work is performed under general supervision and reviewed for compliance with instructions, policy and procedures, and general customer satisfaction. Supervisory assistance is readily available for matters of a non-routine nature and issues related to guest concerns.

Major Duties:

Meets guests as they exit their mode of transportation or as they approach or leave the facility. Renders any appropriate personal assistance such as opening doors, storing and/or carrying luggage, calling taxis and providing directions to points of interests or location and types of lodging services. Secures room key and luggage and escorts guests to and from rooms. Points out features of the room and operation of air conditioner, heater, alarm, radio, television, etc., and door locks. Delivers and accepts messages, packages, special amenities, cloths, irons, ironing boards, etc., as required.

Assists with hotel security and safety by monitoring parking and loading areas and directing driveway traffic.

Skill and Knowledge:

Must be knowledgeable of the general lodging layout, its storage facilities, parking, and room features. Skill is required in demonstrating and operating room appliances and performing minor trouble shooting. Must be knowledgeable of the proper techniques and etiquette in order to properly greet guests and safely handle their luggage.

Responsibility:

The incumbent is assigned a station and given instructions. Responsible for complying with standard methods and procedures in conduct, etiquette, dress code, service techniques, and knowledge of the facility and its services.

Physical Effort:

Moderately heavy physical effort is required in lifting and carrying luggage that can weigh up to 50 pounds. Multiple pieces are transported by use of wheeled luggage carts. Required standing and walking with some bending, lifting, pushing and pulling of luggage and carts.

Working Conditions:

Works inside and outside with some exposure to all kinds of weather conditions. Work is normally under shelter. Exposed to the possibility of minor bruises, muscle strains, cuts and scrapes when handling and moving luggage.